



July 2017

## **IMPORTANT NOTICE: NEW UC STUDENT LOAN BILLING SERVICER**

Dear UCLA Student Loan Borrower:

The *University of California (UC)* is pleased and excited to announce that it has engaged the services of a new company, *Heartland ECSI, Inc. (ECSI)* to service the campus-based student loans you received while at *UCLA*, such as *Federal Perkins Loans*, health profession and/or institutional type loans. (Please note that this change does NOT apply to any *Federal Direct/Stafford/FFEL* loans you may have.) You may also receive a separate communication from the *University of California Office of the President (UCOP)* regarding this change in servicers.

Beginning in August 2017, ECSI will be responsible for sending your student loan billing statements, processing your student loan payments, forbearance, deferment, and cancellation request forms, and providing student loan account information. These are the same types of services that the current servicer, *Affiliated Computer Services (ACS)*, provides. As in the past, your campus-based student loan(s) will continue to be owed to *The Regents of the University of California*.

The transition of your account from ACS to ECSI is expected to be completed by Friday, August 18, 2017. However, during the transition period between August 1<sup>st</sup> and August 18<sup>th</sup>, all borrowers, ACS staff, ECSI staff, and UCLA staff will not have access to any loan data or be able to process transactions. Upon completion of the transition, ECSI will immediately begin processing all outstanding payments, deferments and all other pending transactions.

Below please find additional important information that you should know prior to this transition:

### **Due Date Changes**

ACS will continue to issue bills for payments due on/or before August 1, 2017. Thereafter, under our new billing servicer, ECSI, all loan payments will be due on the 10th of the month.

**If you are on a monthly repayment cycle**, the first billing statement you will receive from ECSI will be in August 2017 for your payment due September 10, 2017.

**If you are on a quarterly repayment cycle**, your cycle will not change as a result of this transition:

- If your quarterly cycle is **March, June, September, and December**, the first billing statement you receive from ECSI will be in August 2017 for your payment due September 10, 2017.
- If your quarterly cycle is **January, April, July, and October**, the first billing statement you receive from ECSI will be in September 2017 for your payment due October 10, 2017.
- If your quarterly cycle is **February, May, August, and November**, the first billing statement you receive from ECSI will be in October 2017 for your payment due November 10, 2017.

### **Heartland Key**

Your ECSI billing statements will contain your 'Heartland Key'. (You may also receive a separate communication that includes it.) Your Heartland Key is a unique code giving you complete access to your loan account information. You will need your Heartland Key to register with ECSI.

### **Register with Heartland ECSI**

After you receive your Heartland Key, you will need to register on the ECSI website in order to access your account information and take advantage of expanded payment options and electronic statements. To register, complete the following steps:

1. Go to <https://heartland.ecsi.net>
2. Click the red 'Register' button and create a profile
3. Connect your account using your Heartland Key displayed on your ECSI billing statement/notification

### **Payments**

You should remit payment for any billing statement you receive from ACS to payment mailing address that appears on the statement. All payments and forms not processed by ACS before the August 1, 2017 will be forwarded to ECSI.

During the transition period, you will NOT be assessed a late fee as a result of the payment due date changes. Additionally, no late fees will be assessed as a result of any payment, deferment,

or service cancellation processing delays due to this transition. Credit bureau reporting will be suspended until after the transition is complete.

**ACS Automatic Bill Payment Discontinued**

If you currently remit payments to ACS via ACH or automatic recurring payments, this auto-debit with your bank account will be cancelled effective August 1, 2017. Therefore, you will be required to set up a new recurring payment directly with Heartland ECSI. This can be done after you register with your Heartland Key; and then, by clicking 'Make A Payment' on the Heartland ECSI website and following the site's instructions.

We trust Heartland ECSI will provide professional, courteous, and enhanced service to our borrowers. Please remember to register with them once you receive your Heartland Key (or first ECSI billing statement); and if you wish, sign up for their automated payment service.

Thank you for your attention. For additional information regarding this transition, we invite you to visit our website at [www.loans.ucla.edu](http://www.loans.ucla.edu). Your patience and understanding are greatly appreciated as we make the transition from ACS to ECSI.

Sincerely,

*UCLA Student Loan Services & Collections*

**This notice is for awareness purposes only. Do not reply to this email as no response will be made. If you have not taken out any loans while a student at UCLA or have received this message in error, please disregard this email.**

[Pre-Cnvrnsn 07/17]